



SECRETARY

INTRODUCTION: This position is responsible for the efficient and effective performance of secretarial tasks, including effective public relations, maintaining appointments, screening calls/visitors, and independently handling routine correspondence and informal requests.

DUTIES: (The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive)

1. Politely greets visitors and telephone callers; ascertains their nature & purpose of visit; assists customers by providing information about the office, functions & activities, policies & procedures, office staff, etc.; when appropriate, responds to and resolves complaints & issues, refers more difficult & complex matters to supervisor or appropriate office personnel for resolution; and provides good customer service.
2. Receives, logs-in and routes in-coming mail to appropriate staff, attaches necessary files or material in order to effect prompt responses; responds to inquiries of simple routine general matter on behalf of the supervisor or staff.
3. Composes/prepares routine correspondence, i.e., reports, letters, memos, forms, charts, etc., for review & signature by supervisor or staff; verifies & reviews material for completeness & conformance with established regulations & procedures; processes requisitions for purchases, payroll timesheets, travel authorizations, related expense claims or any other procedural forms required by the office; monitors renewal dates for memberships, subscriptions, purchase agreements, professional service contracts, etc.
4. Assists in the development and preparation of office budgets & budget amendments/modifications; maintains a cuff account system to track & monitor expenditures, posts transactions to the cuff account system each time a requisition is processed or invoice is paid; and provides weekly cuff account balance report to the supervisor for review.
5. Establishes and maintains an effective & efficient records management system; responsible for proper filing & retrieval of documents pertinent to office operations & clientele; handles confidential & sensitive information/data in accordance with established policies & procedures.
6. Maintains office calendar/appointments; reminds supervisor and staff of upcoming appointments; attends meetings, conferences, workshops, etc.; participates in planning of the meetings, assists with making arrangements, i.e., preparing agenda packets & notices, scheduling events, securing facilities, acquiring needed supplies & materials, contacting targeted participants, etc.; takes & transcribes meeting minutes, discussions, etc., as necessary.
7. Performs other duties as assigned and authorized to achieve program/office goals and objectives.

COMPLEXITY: The work consists of duties that involve various related steps, processes or methods. The decision regarding what needs to be done involves various choices requiring the incumbent to recognize the existence of and differences among several alternatives.

SUPERVISION RECEIVED: The incumbent is under general supervision and line authority of the Director/Coordinator/Administrator. The supervisor provides continuing or individual assignments by indicating generally what is to be completed, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instruction for new, difficult or unusual assignments including suggested work methods or advice on source materials available. The incumbent uses initiative in carrying out recurring assignments independently without specific instruction referring deviations in the work to the supervisor for assistance. The supervisor assures that finished work and methods used are technically accurate and compliance with instructions or established procedures.

PERSONAL CONTACTS: Contacts are with employees within/outside the immediate work area, personnel of other agencies, public & private sector businesses/organizations and the general public. The purpose of these contacts is to exchange factual information, coordinate work efforts, provide assistance and establish a network of resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: The work is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. At times, work will extend beyond the normal eight (8) hour daily schedule. Travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training, and Experience:

A. Education : High school diploma or G.E.D. certificate;

AND

B. Training : One (1) year of secretarial or business school training which includes software applications, data archiving and account maintenance;

AND

C. Experience : One (1) year work experience performing similar duties;

OR

D. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

- Knowledge of tribal governmental organizations, administration and management practices
- Knowledge of office management principles, practices and methods
- Knowledge of records management and practices
- Knowledge of good customer service principles and practices
- Knowledge of modern office equipment/machines and applicable computer software

B. Skills:

- Good skill in written and verbal communication to prepare correspondence, reports and conduct presentations
- Excellent human and public relations skills (customer service)
- Skill in effective records management
- Good skill in prioritizing multiple tasks/projects

C. Abilities:

- Ability to operate modern office equipment/machines and applicable computer software
- Ability to work independently and exercise sound judgment
- Ability to coordinate and handle a variety of administrative functional responsibilities
- Ability to deal professionally and effectively when carrying out functional responsibilities
- Ability to establish and maintain positive professional working relationships when in contact with others

CONDITIONAL APPOINTMENT:

Depending on the needs of the position, some incumbents of this class may be required to possess a valid Arizona Driver's License and pass/complete the Hopi Tribe's Defensive Driving Course.

DESIRED REQUIREMENT:

1. Speak and understand the Hopi language.

REVIEWED BY: _____
Department/Office Hiring Authority Date

APPROVED BY: _____
Personnel Director Date